

**Question on Notice
No. 1014
Asked on 26 May 2016**

MR SEENEY ASKED THE MINISTER FOR POLICE, FIRE AND EMERGENCY SERVICES AND MINISTER FOR CORRECTIVE SERVICES (HON W BYRNE)—

QUESTION:

Will the Minister outline (a) how many complaints the Minister or Department has received from licensees who have not received their notification of licence renewal (since 1 July 2015), (b) the company contracted by the Department that is responsible for mailing the notification, (c) the backlog for processing new and renewal weapons licence applications, (d) the percentage of renewal applications that have not been processed within the statutory timeframe (42 days), and (e) since 1 July 2015 what is the average processing time for licence renewals and category A and B licence applications?

ANSWER:

I thank the Member for the Question.

I can advise that since July 2015, my office has received 24 inquiries regarding non-receipt of renewal packages.

While I am informed that there is no legislative requirement to do so, weapons licence holders are sent a courtesy renewal pack three months before their licence expires.

I understand that some applicants do not receive their renewal package due to a failure to advise Weapons Licensing of a change of address or contact details, including updating email addresses.

I am advised that AB Note Australasia Pty Ltd provide a mail house facility for renewal notifications.

I am informed that the current and previous outstanding numbers of new applications and renewals are:

As at 1 June 2014 - New Applications	- 4299
Renewals	- 5657
As at 1 June 2015 – New Applications	- 2831
Renewals	- 299
As at 1 June 2016 – New Applications	- 2218
Renewals	- 716

The QPS has advised that since July 2015, Weapons Licensing has been consistently processing the majority of renewal applications at or before the expiry date of renewal application.

I am further advised that some applications may be delayed due to the need to conduct further enquiries such as medical reasons, criminal history checks or changes to genuine reasons and responses sought from the applicants.

Since 1 July 2015, 0.38 percent of renewal applications were processed outside the 42 day statutory timeframe. I am advised that in most cases, the statutory limit is exceeded as the QPS is awaiting further information from the renewal applicants.

The QPS advise that:-

Since 1 July 2015, the average processing time for a complete new application made via the Weapons Application On-Line (WAO) system has averaged 5 weeks.

Since 1 July 2015, the average processing time for a complete paper new application has averaged between 7-8 weeks.

Current processing times for a complete renewal application is at, or before, the expiry date of the licence.